



## Plan Year 2018 FFM Training & Registration

Producers and subproducers helping individuals enroll in Qualified Health plans (QHPs) on the Federally Facilitated Marketplace must register annually with the Centers for Medicare & Medicaid Services (CMS) prior to helping clients enroll in Marketplace policies.

Here's what our Blue Cross and Blue Shield of Texas (BCBSTX) producers need to know and the steps they need to take to register with the FFM for plan year 2018.

### Check the Registration Completion List (RCL)

The [Agent and Broker FFM Registration Completion List](#) (RCL) contains the National Producer Numbers (NPNs) for those who completed FFM registration for 2014—2018 plan years.

- CMS requires carriers like BCBSTX to confirm their producers' registration.
- BCBSTX only uses the [Agent and Broker FFM Registration Completion List](#) to confirm your registration status.
- Be sure your name is included on the RCL for plan year 2018 prior to helping clients enroll in Marketplace policies.
- This year (like last year) we will only use the RCL to confirm your registration status.
- Please do not send us your FFM registration certificate.

### Highlights for Returning Producers

- CMS continues to offer refresher curriculum to returning FFM producers.
- CMS considers “returning” producers those who completed 2017 FFM registration. If you fall into this category, CMS automatically enrolls you in a shortened refresher training course for plan year 2018. [See their two-page guide](#) for an overview. For step-by-step details, see the [CMS's presentation for RETURNING FFM producers](#).
- The refresher training takes about two hours.
- CMS uses the Marketplace Management Learning System (MLMS) for producer training. This year, there are updates to the MLMS. For more, [see CMS's June MLMS enhancement presentation](#).
- An additional piece from CMS this year is a three-page reference guide on [how to avoid creating a duplicate CMS enterprise portal account](#).
- Note that you must log in to CMS Enterprise Portal and change your password every 180 days to maintain system access.

### Highlights for New Producers

- “New” producers are those that did not complete FFM registration for plan year 2017, even if they were registered in prior years.
- CMS has a detailed presentation on the entire registration process. See [CMS's presentation for producers NEW to the FFM](#).
- Training for producers new to the FFM takes about four hours.

## Take Training via CMS or Approved Vendor

- Producers can take the FFM training via CMS for free but the training does not provide Continuing Education (CE) credits.
- Producers can take the vendor training for *a fee* (varies by vendor) and *may* receive CE credits.
- If you opt for the vendor training, confirm CE credits.

## Resources

- See CMS's [Resources for Agents and Brokers site](#) for all the latest resources.
- CMS's FFM Producer and Assister Help Desk: [FFMProducer-AssisterHelpDesk@cms.hhs.gov](mailto:FFMProducer-AssisterHelpDesk@cms.hhs.gov).
- CMS's MLMS Help Desk: [MLMShelpdesk@cms.hhs.gov](mailto:MLMShelpdesk@cms.hhs.gov).
- Contact CMS for help with FFM registration by calling 855-267-1515. Listen to all prompts as this number supports various systems and users.
- For inquiries related to client/consumer issues, call 855-788-6275 to reach the Individual Marketplace Agent/Broker Line. Note that you'll need your NPN in order to assist your client.
- For all other producer training issues, contact our Producer Service Center by calling 855-782-4272 Monday – Friday, 8 a.m. to 5 p.m. CT or emailing [qhp\\_training@bcbsok.com](mailto:qhp_training@bcbsok.com).

## Product Training Coming Soon

- BCBSTX Product Training will be made available before open enrollment.
- The training will cover 2018 products, benefits and more. Stay tuned!